

## About Department of Children's Services (DCS)

The Tennessee Department of Children's Services (DCS) is the state's public child welfare agency, overseeing child protective services, permanency and juvenile justice. DCS protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS staff responds to over 37,000 reports of child abuse and neglect a year. DCS employees 4000+ staff deployed across Tennessee.

## Job Description

The DCS Office of Information Technology (OIT) is seeking to fill an Information Systems Manager 3 position. This position is stationed in Nashville, but has statewide responsibilities. This position will report to the Director of IT Operations and may manage multiple teams ranging from 5-10 members per team. The position will cooperate with our service provider, Strategic Technology Services (STS), to create, maintain, and monitor infrastructure for DCS.

This management role will develop team members, perform evaluations, and identify talent. The candidate will identify, create, and document processes related to IT operations, while the ideal candidate has experience in the ITIL framework. The candidate will handle infrastructure related projects by clarifying the goals, identifying the steps, and developing the timelines to ensure project success. This is a manager's role, but the candidate should understand technical functions, while the ideal candidate has performed hands on technical duties in a previous role. The preferred candidate should have strong experience with Red Hat Enterprise Linux, Windows Server, JBoss, Oracle, and Java in an enterprise level system.

The candidate should be familiar with enterprise level design of web based systems, while the ideal candidate will have actual experience in designing and implementing highly available, highly reliable, and high performing web based systems. The candidate should be familiar with project management principles, such as agile and waterfall methodology, while the ideal candidate will have experience in an Agile environment and working with programmers and database administrators to implement regular updates and fixes to a custom web based enterprise software.

The candidate should be familiar with web/app/database architecture, while the ideal candidate will have been in an environment with Java apps and Oracle databases. The candidate should be forward thinking about DevOps, while the ideal candidate will have knowledge of Jenkins or other DevOps platforms. The candidate should have some IT technical knowledge, while the ideal candidate will have working knowledge of infrastructure related IT technologies.

## RESPONSIBILITIES

- Monitoring Help Desk tickets and coordinating the resolution of those tickets
- Managerial duties include approving expense reports, time, and leave
- Managerial duties include making hiring recommendations, evaluating staff skills and creating training plans.
- Managerial duties include creating individual performance plans to evaluate team members.
- Creating Service Catalog items and service level agreements relating to those items.
- Making recommendations for improving work processes and eliminating manual tasks.
- Assisting multi-agency teams with various server technologies as needed.
- Mentoring OIT staff members in various server technologies as needed.

- Creating procedural documentation to ensure repeatable processes.
- Cross training staff to ensure proper coverage over all functional team areas.
- Create timelines and goals for IT projects.
- Ensure timelines are met on IT projects.

## Requirements

- Graduation from an accredited college or university with a bachelor's degree and 5+ years of teaching or working in any one of the following: (1) systems analysis; or (2) systems design; or (3) business or systems applications programming; or (4) network design (i.e., the planning, design and support of telecommunications networks for the transmission of electronic data); or technical support (i.e., the diagnosis and resolution of software and hardware malfunctions for computers or other related information systems, as well as the technical justification for procuring hardware and software products), or (5) systems instruction or systems training.
- Required 3 years in (1) a lead, supervisory, or management level over staff members who conduct systems analysis, systems instruction, systems training, systems design, business or systems applications programming, or technical support, or (2) consulting with management or administrators on the planning, training or implementation of computer information systems.
- Substitution of experience for education on a 1 for 1 basis up to 4 years.
- Highly desired, but not required, 3+ experience supervising systems or middleware administrators.
- Highly desired, but not required, 3+ years of hands on Linux and Windows administration.
- Highly desired, but not required, 1 year with middleware technology, preferably with Jboss EAP.
- Desired, but not required, experience with Jenkins or Ansible.
- Desired, but not required, theoretical knowledge of networking, firewalls, and load balancers.
- Master's degree in technology related field will be considered a plus.
- Relevant certifications from Redhat, Cisco, VMware, or Microsoft will be considered a plus.

### Desired Leadership Competencies

Organization/Planning	Problem Solving	Decision Quality
Priority Setting	Conflict Management	Managing Diversity
Dealing with Ambiguity	Directing Others	Customer Focus
Command Skills	Action Oriented	Presentation Skills

PLEASE SEND RESUME TO:

[john.dooner@tn.gov](mailto:john.dooner@tn.gov)

**Closing date: March 23, 2016**